? **logon**

```
*** It is now 2009/10/26 09:56:26 ***
 (Dialog time 2009/10/26 08:56:26)
```

? **b 411**

```
       26oct09 07:56:41 User276702 Session D262.1
            $0.00    0.247 DialUnits File415
     $0.00  Estimated cost File415
     $0.06  INTERNET
     $0.06  Estimated cost this search
     $0.06  Estimated total session cost   0.247 DialUnits
File 411:DIALINDEX(R)

DIALINDEX(R)
   (c) 2009 Dialog

*** DIALINDEX search results display in an abbreviated ***
*** format unless you enter the SET DETAIL ON command. ***
```

? **sf all**

```
   You have 514 files in your file list.
   (To see banners, use SHOW FILES command)
```

? **s ((workflow? or process?? or service? or load?) (n2) (balanc?? or distribut??)) and (service () level () (goal? or objective?)) and (omit?? or remov?? or skip?? or delet??) (n2) (activit?? or step? or task? or process??) not py>2003**

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Your SELECT statement is:
   S ((WORKFLOW? OR PROCESS?? OR SERVICE? OR LOAD?) (N2) (BALANC?? OR
DISTRIBUT??)) AND (SERVICE () LEVEL () (GOAL? OR OBJECTIVE?)) AND
(OMIT??
OR REMOV?? OR SKIP?? OR DELET??) (N2) (ACTIVIT?? OR STEP? OR TASK? OR
PROCESS??) NOT PY>2003

           Items   File
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       Examined  50 files
       Examined 100 files
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       Examined 150 files
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       Examined 200 files
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               6   349: PCT FULLTEXT_1979-2009/UB=20091022|UT=20091015
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       Examined 250 files
       Examined 300 files
       Examined 350 files
       Examined 400 files
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               3   654: US PAT.FULL._1976-2009/OCT 22
       Examined 450 files
       Examined 500 files
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   2 files have one or more items; file list includes 514 files.
   One or more terms were invalid in 67 files.
```

? **b hits**

```
       26oct09 08:30:19 User276702 Session D262.2
          $319.32  108.612 DialUnits File411
```

```
   $319.32  Estimated cost File411
     $9.06  INTERNET
   $328.38  Estimated cost this search
   $328.44  Estimated total session cost 108.858 DialUnits

SYSTEM:OS  - DIALOG OneSearch
  File 349:PCT FULLTEXT 1979-2009/UB=20091022|UT=20091015
         (c) 2009 WIPO/Thomson
  File 654:US PAT.FULL. 1976-2009/OCT 22
         (c) Format only 2009 Dialog

      Set  Items  Description
      ---  -----  -----------
```

```
? s ((workflow? or process?? or service? or load?) (n2) (balanc?? or distribut??)) and (service () level () (goal? or objective?)) and (omit?? or remov?? or skip?? or delet??) (n2) (activit?? or step? or task? or process??) not py>2003

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           26842  WORKFLOW?
         4841394  PROCESS??
         1058512  SERVICE?
         2285761  LOAD?
          849220  BALANC??
         1264130  DISTRIBUT??
          101503  (((WORKFLOW? OR PROCESS??) OR SERVICE?) OR
                  LOAD?)(2N)(BALANC?? OR DISTRIBUT??)
          884732  SERVICE
         3067159  LEVEL
          371041  GOAL?
          763825  OBJECTIVE?
             495  SERVICE(W)LEVEL(W)(GOAL? OR OBJECTIVE?)
           87706  OMIT??
         3686591  REMOV??
           73379  SKIP??
          353088  DELET??
         1064434  ACTIVIT??
         4318545  STEP?
          623386  TASK?
         4841394  PROCESS??
          315426  (((OMIT?? OR REMOV??) OR SKIP??) OR
                  DELET??)(2N)(((ACTIVIT?? OR STEP?) OR TASK?) OR
                  PROCESS??)
         3610746  PY>2003
      S1       9  ((WORKFLOW? OR PROCESS?? OR SERVICE? OR LOAD?) (N2)
                  (BALANC?? OR DISTRIBUT??)) AND (SERVICE () LEVEL ()
                  (GOAL? OR OBJECTIVE?)) AND (OMIT?? OR REMOV?? OR
SKIP??
                  OR DELET??) (N2) (ACTIVIT?? OR STEP? OR TASK? OR
                  PROCESS??) NOT PY>2003
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? **rd**

```
>>>Duplicate detection is not supported for File 349.

>>>Duplicate detection is not supported for File 654.

>>>All specified files are unsupported, command ignored.
```

? **t s1/ti/all**

1/106/1 (Item 1 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT

Country	Number	Kind	Date

1/106/2 (Item 2 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT

Country	Number	Kind	Date

1/106/3 (Item 3 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT

Country	Number	Kind	Date

1/106/4 (Item 4 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT

Country	Number	Kind	Date

1/106/5 (Item 5 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT

Country	Number	Kind	Date

1/106/6 (Item 6 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT

Country	Number	Kind	Date

1/TI/7 (Item 1 from file: 654)
DIALOG(R)File 654: US PAT.FULL.

Systems and methods for managing resource utilization in information management environments

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1/TI/8 (Item 2 from file: 654)
DIALOG(R)File 654: US PAT.FULL.

Monitoring and control engine for multi-tiered service-level management of distributed web-application servers

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1/TI/9 (Item 3 from file: 654)
DIALOG(R)File 654: US PAT.FULL.

Systems and methods for resource usage accounting in information management environments

---

```
? t s1/3,k/8,7
```

Dialog eLink: Order File History
1/3,K/8 (Item 2 from file: 654)
DIALOG(R)File 654: US PAT.FULL.

0005184563 **IMAGE Available
Derwent Accession: 2003-417968

Monitoring and control engine for multi-tiered service-level management of distributed web-application servers

Inventor: Bradley Stone, INV
Correspondence Address: STUART T AUVINEN, 429 26TH AVENUE, SANTA CRUZ, CA,
95062-5319, US

	Publication Number	Kind	Date	Application Number	Filing Date
Main Patent	US 20030036886	A1	20030220	US 2001682324	20010820

Fulltext Word Count: 11804
**IMAGE Available

Abstract:

A web site provides services to uses over the Internet. End-user service - level objectives (SLOs) such as availability and performance are measured and reported to a SLO agent. User...

Summary of the Invention:

...less than 5%, or a server availability of greater than 99.95%, are known as service - level objectives (SLO's). These objectives are defined in terms of the end-user service experience, rather...

...0008] Monitoring products that measure against such service - level objectives are being developed, such as Hewlett-Packard's Web Transaction Observer. However, when such SLO...

...same CPUs, requiring that CPU usage be intelligently allocated among them all to maximize the service - level objective .

[

Description of the Drawings:

...0012]FIG. 2 is a diagram of a service - level - objective (SLO) monitoring and control system for a multi-tier web site...

...7 is a software entity diagram showing policy actions called in response to an availability service - level - objective violation...

...8 is a software entity diagram showing policy actions called in response to a performance service - level - objective violation...

Description of the Invention:

...government workers, and even web cam views promoting tourism. E-brokers provide stock quotes, account balances , and trading services . Several back-end databases may be accessed by front-end server applications. Each of these...

...for better monitoring, diagnosis, and automated control of the various software components so that desired service - level objectives (SLO's) are met...

...service and tier, allowing an automated management server to diagnose problems and relate them to service - level objectives .

[...

...0040]FIG. 2 is a diagram of a service - level - objective (SLO) monitoring and control system for a multi-tier web site. In this greatly simplified...

...0041] High-level service - level - objective (SLO) agent 18 communicates with an administrator/user through user-interface and configuration manager 19. The administrator defines the services and service - level objectives using configuration manager 19. These overall objectives are stored in SLO agent 18. When a service - level objective is not being met, the administrator is notified by an alarm message that SLO agent...

...SLO agent 18 forwards service information to service agents 27, 37, 47. Although the overall service - level objectives are kept by SLO agent 18, service agents 27, 37, 47 keep track of service...

...node's failure. Service agent 27 can then take corrective action, such as instructing a load balancer to stop sending requests to web server 22. The node can be automatically restarted and...quotes service. Another SLO, availability could also be associated with the stock quotes service. The service - level objective 's priority relative to other SLO's allows the SLO agent to adjust resource allocation...

...7 is a software entity diagram showing policy actions called in response to an availability service - level - objective violation. SLO violation events can be generated by the service agent or by the SLO...

...8 is a software entity diagram showing policy actions called in

response to a performance service - level - objective violation. SLO violation-performance event 80 is generated by the SLO agent when the external...
...adjustment may not be able to be performed on those nodes. The control engine can skip the action steps and go directly to alarming or trying subsequent policies. Some policies such as a load...

Exemplary or Independent Claim(s):
1. A distributed monitor and control engine comprising: a service - level - objective (SLO) agent, receiving measurements of an SLO objective for a web service to a web...

...10. A computer-implemented method for monitoring and controlling a web site to meet a service - level objective (SLO) of a service having multiple tiers of service components, the method comprising:
when a...

...computer-usable medium having computer-readable program code means embodied therein for controlling and monitoring service - level objectives , the computer-readable program code means in the computer-program product comprising: network connection means...

...first tier means for receiving and partially processing external requests for the service having a service - level objective (SLO), the first tier means having a plurality of first service components each able to...

Non-exemplary or Dependent Claim(s):
...monitor and control engine of claim 8 wherein the service agent comprises a plurality of service agents distributed about the web site, each service agent for monitoring and controlling a different tier at...

Dialog eLink: Order File History
1/3,K/7 (Item 1 from file: 654)
DIALOG(R)File 654: US PAT.FULL.

0005194072 **IMAGE Available
Derwent Accession: 2003-439499

Systems and methods for managing resource utilization in information management environments

Inventor: Roger Richter, INV
Chaoxin Qiu, INV
Scott Johnson, INV
Correspondence Address: William W. Enders O'KEEFE, EGAN & PETERMAN,

Building C, Suite 200 1101 Capital of Texas Highway South, Austin, TX,
78746, US

	Publication Number	Kind	Date	Application Number	Filing Date
Main Patent	US 20030046396	A1	20030306	US 2002117028	20020405
CIP	PENDING			US 20013683	20011102
CIP	PENDING			US 2001879810	20010612
CIP	PENDING			US 2001797200	20010301
CIP	PENDING			US 2001947869	20010906
CIP	PENDING			US 2001879810	20010612
CIP	PENDING			US 2001797198	20010301
CIP	PENDING			US 20013728	20011102
Provisional				US 60-353104	20020130
Provisional				US 60-285211	20010420
Provisional				US 60-291073	20010515
Provisional				US 60-246401	20001107
Provisional				US 60-187211	20000303
Provisional				US 60-246373	20001107
Provisional				US 60-187211	20000303
Provisional				US 60-291073	20010515
Provisional				US 60-246445	20001107
Provisional				US 60-285211	20010420

Fulltext Word Count: 72817

**IMAGE Available

Description of the Invention:

...Thus, communication, command and control information may be provided between the various peers via the distributed interconnect. In addition, communication from one peer to multiple peers may be implemented through a...

...of content delivery system 1010. Network interface processing engine 1030 may also be employed to load balance among other content delivery processing engines of content delivery system 1010. Both of these features...

...systems may often be rather large. Processing the entire stack for every request across the distributed interconnect may significantly impact performance. As described herein, the protocol stack has been segmented or...

...examples being ATM, SONET, or wireless. The physical medium between the network and the network processor may be copper, optical fiber, wireless, etc...

...network traffic at intermediate nodes. Consistent with this conventional

```
  application, these processors are designed to  process  high speed
  streams of network packets. In conventional operation, a network
  processor receives a packet...

...execution of network security policies or protocols. A network
processor
  could also be used for  load  balancing. Network processors used in
this
  manner can be referred to as "network accelerators"  ...tasks. A
  specialized interface 28 may be specially programmed to optimize the
path
  between network  processor  12 and  distributed  interconnection
1080...
...manner that optimizes the system performance for a given load. At
the
  processing engine level,  loads  may be  balanced  between the
multiple
  processing modules of a given processing engine to further optimize
the
  system...request to start a video stream, a request for stored data,
etc.
  A request for  services  may include, for example, a request for to
run
  an application, to store a file...or storage capacity, etc.) may be
  adaptively or dynamically allocated or re-allocated according to
service
    level   objectives , enabling proactive SLA management by
preserving or
  allocating more resources for a given customer when...
```

? b 411

```
       26oct09 08:38:59 User276702 Session D262.3
           $15.90    3.245 DialUnits File349
               $1.62  6 Type(s) in Format  6 (UDF)
            $1.62  6 Types
    $17.52  Estimated cost File349
           $90.02   14.782 DialUnits File654
               $1.64  2 Type(s) in Format  3
               $0.90  3 Type(s) in Format  6 (UDF)
            $2.54  5 Types
    $92.56  Estimated cost File654
            OneSearch, 2 files, 18.028 DialUnits FileOS
     $2.40  INTERNET
   $112.48  Estimated cost this search
   $440.92  Estimated total session cost 126.886 DialUnits
File 411:DIALINDEX(R)

DIALINDEX(R)
   (c) 2009 Dialog

*** DIALINDEX search results display in an abbreviated ***
*** format unless you enter the SET DETAIL ON command. ***
```

? **sf all**

```
You have 514 files in your file list.
(To see banners, use SHOW FILES command)
```

? **s hitachi and (load () (balanc?? or distribut??)) and (service () level () (goal? or objective?)) not py>2003**

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LEVEL
() (GOAL? OR OBJECTIVE?)) NOT PY>2003

           Items   File
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       Examined  50 files
       Examined 100 files
       Examined 150 files
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       Examined 200 files
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       Examined 250 files
       Examined 300 files
       Examined 350 files
       Examined 400 files
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       Examined 450 files
       Examined 500 files
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   No files have one or more items; file list includes 514 files.
   One or more terms were invalid in 67 files.
```

?